



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 9674

SERIAL NUMBER 10/004,664	FILING OR 371(c) DATE 12/03/2001 RULE	CLASS 379	GROUP ART UNIT 2642	ATTORNEY DOCKET NO. AUS920010947US1
------------------------------------	---	---------------------	-------------------------------	---

APPLICANTS

Michael Wayne Brown, Georgetown, TX;
 David R. Cheng, Wilmington, DE;
 Wing-Ying Stephanie Leung, Ann Arbor, MI;
 Folu Okunseinde, Oakhurst, NJ;
 Michael A. Paolini, Austin, TX;
 Seema Sheth-Voss, Cambridge, MA;
 Scott Lee Winters, Austin, TX;

** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 01/15/2002

Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no	STATE OR COUNTRY TX	SHEETS DRAWING 8	TOTAL CLAIMS 57	INDEPENDENT CLAIMS 6
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged	Examiner's Signature	Initials		

ADDRESS

AMY PATTILLO
 p.o. box 161327
 AUSTIN, TX 78746

TITLE

Enabling caller controlled hold queue position adjustment

FILING FEE RECEIVED 1658	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 9674

SERIAL NUMBER 10/004,664	FILING DATE 12/03/2001 RULE	CLASS 379	GROUP ART UNIT 2643	ATTORNEY DOCKET NO. AUS920010947US1
------------------------------------	---	---------------------	-------------------------------	---

APPLICANTS

Michael Wayne Brown, Georgetown, TX;
David R. Cheng, Wilmington, DE;
Wing-Ying Stephanie Leung, Ann Arbor, MI;
Folu Okunseinde, Oakhurst, NJ;
Michael A. Paolini, Austin, TX;
Seema Sheth-Voss, Cambridge, MA;
Scott Lee Winters, Austin, TX;

** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 01/15/2002

Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no	STATE OR COUNTRY TX	SHEETS DRAWING 8	TOTAL CLAIMS 57	INDEPENDENT CLAIMS 6
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged	Examiner's Signature	Initials		

ADDRESS

Cynthia S. Byrd
International Business Machines Corporation
Intellectual Property Law Department
11400 Burnet Road
Austin, TX 78758

TITLE

Enabling caller controlled hold queue position adjustment

FILING FEE RECEIVED 1658	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit